

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capital Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case:

06-0614

ORIGINAL

Regarding a complaint by (Person making the complaint): Barbara Gordon

Against (Utility) Commonwealth Edison

As to (Reason for complaint) Constantly inaccurate billings, based on meter readings never taken, or taken inaccurately, or estimated (actually over-estimated) and falsely called "actual" readings—by the meter reading dept. manager's own admission. Refusal to accept my ACCURATE readings instead of their estimates. Both "actual readings" and estimated readings which presume a much higher power usage than I am even capable of, and much higher summer bills, based on their insistence that I have and use air conditioning (I DO NOT). Their constant altering of my records and bills to conform with these non-existent or false readings. In 1995, they did the same thing, and were charging outrageous amounts, which I proved were wrong in an ICC formal complaint, which I won; now, they are doing it again. They coerced me into making "payment arrangements" because they would not give me time to get a doctor's note about my illness, nor would they honor my complaints with ICC; they were and are at present, only interested in turning off my power, thereby damaging my health, solely in order to extort more money from me—which I CANNOT afford.
in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1419 W. Birchwood Ave.

The service address that I am complaining about is 1419 W. Birchwood Ave., Chicago, IL 60626

My home telephone is [773] 338-2510

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 338-2510 leave a message on answering machine

Commonwealth Edison Co.
(Full name of utility company)

to the provisions of the Illinois Public Utilities Act.

respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint. 200.170 (This is the only information available to me.)

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

I do not know

☐ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed. As I stated in the Reason for Complaint, this concerns persistent and constant mis-billings and falsified readings for which ComEd's meter reading department is responsible. Since my formal complaint was settled in 1995, there has been a constant and steady increase in my purported usage, which is unsubstantiated by my actual usage, and this is made worse by ENORMOUS increases, like that on my Sept. 2004 bill, which occur sometimes. I have decreased my usage to a bare minimum, e.g., 16 watt bulbs, instead of 75 or 100 watt bulbs for lighting, etc. I can prove the exact KW hours I use. Graphs of my usage since my last formal complaint easily show that this mis-billing is serious. My average usage should be about 280 KWH a month. My most recent bill is another example, with an overinflated 372 kwh for four weeks, based on bogus air conditioning.

Please clearly state what you want the Commission to do in this case: I want this problem with ComEd's meter readings to STOP IMMEDIATELY! I do not want to have to initiate another formal complaint every few years just to keep them from seriously over-charging me. I want my past statements adjusted to reflect my actual usage, eliminating all the overcharges and the late fees—which should not have been put there if they had only responded honestly to my complaints and inquiries. I want them to understand that I have NO AIR CONDITIONING; I should not have to call them and fight about this all the time! I want them to understand that I live alone, I am 68 years old, very poor, handicapped and ill, and use VERY little electricity; most of my appliances are gas. From my last formal complaint, it is certain that they are able to adjust my meter readings to suit what they believe I should pay—not what I actually use: AND I WANT THIS TO STOP. I want the Commission to ensure that they abide by the letter and spirit of the law, including properly applying doctor's notes on my health condition, which are sent to them, and to stop threatening me. I want the Commission to address their violations of the rules, by not allowing adequate time to respond to cut-off notices, etc. I want the Commission to ensure that ComEd is not allowed to seriously damage my health, and to prevent this constant waste of my time, and yours, complaining about their constant nastiness and dishonesty.

Date: July 10, 2006

Complainant's Signature

(Month, day, year)

Barbara Gordon
Barbara Gordon

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

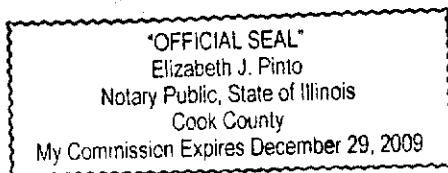
I, Elizabeth Pinto, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature)

Elizabeth Pinto

Subscribed and sworn/affirmed to before me on (month, day, year) 7/14/2006

Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.